TPS Eastern Africa PLC's Information Technology and Security Policy Framework Statement

TPS Eastern Africa PLC (Serena Hotels) is dedicated to ensuring that the Group's strategic goals and objectives are met. To achieve this, Serena Hotels commit to maintain the highest standard of information security across the enterprise driven by alignment to globally recognized standards such as ISO 27001 and COBIT for IT governance.

Our Policy framework ensures that the confidentiality, integrity, and availability of our information assets is preserved and aligned with our corporate objectives. In addition, it serves as an enabler for the operations of Information Technology and Security.

The overarching objectives of the framework are:
1. Coordination and uniformity: The framework ensures the organization-wide coordination of IT and information security operations thus fostering uniformity across our entire operational environment.
2. Security: Ensuring that the security of our ICT infrastructure is a top priority for the organization. The framework establishes the requirement for the use of policies and procedures guiding our information technology and security operations including but not limited to acceptable use, access control, incident and change management, procurement and contracting, risk management, data protection, data retention and archiving.
3. User confidence: Our policy framework ensures the confidentiality, integrity, and availability of our information assets.
4. Continuity: Our framework ensures that procedures are in place to minimize business damage and interruption caused by security or technology incidents.
5. Compliance: Our framework is designed to meet all required legal and regulatory requirements.
6. Staying Current: Serena Hotels stays abreast with emerging trends by employing the optimal use of its' technology resources.

Through these efforts Serena Hotels remains committed to leverage its technology for the continued success of the organization while safeguarding all its critical information assets.

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